

In-Home Supports Assurance System (ISAS)

Frequently Asked Questions (FAQs) for Providers

Questions

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Getting Started in ISAS

1. What is ISAS?

The In-home Supports Assurance System (ISAS) is a phone-based electronic billing system. It is the only billing method for agency and independent personal assistance providers who give services to participants enrolled in the Community First Choice (CFC) and Home and Community Options (CO) waiver programs.

The purpose of ISAS is to monitor in-home services and ensure accurate and timely provider payment. Providers are required to call ISAS to record service start times ("clock in times") and end times ("clock out times"). Calls are matched with the provider, participant and plan of service (POS). If the system **cannot** verify all three, claims are pended and manually reviewed by DHMH. If the system **can** verify all three, claims are automatically generated daily and submitted to the Maryland Medicaid Management Information System (MMIS) for payment.

2. How do I know when to start using ISAS?

For Providers serving Community First Choice (CFC) Participants:

You will receive a letter from DHMH titled "Provider Authorization for Community First Choice (CFC) Services". This letter will tell you the exact date when you should start clocking in and out for a specific participant.

Important: If you have multiple participants, you will receive a separate authorization letter for each participant.

Example: Let's say you provide services to John Smith and Jane Doe. You receive one letter that authorizes you to use ISAS for John Smith on February 15, and a second letter that authorizes you to use ISAS for Jane Doe on March 15:

- On February 15, you will start using ISAS to clock in and out for John Smith only.
- From February 15 – March 14, you will only clock in and out for John Smith.
- On March 15, you will start using ISAS to clock in and out for Jane Doe.

If you have questions about when you should start using ISAS, please contact the supports planner.

For Providers serving Community Option (CO) Participants:

The participant's supports planner will inform you that the Plan of Service (POS) was approved by DHMH and you are now authorized to begin services and start billing through ISAS. You should **always** ask the supports planner to send you a copy of the final **DHMH-approved** POS. When you receive the documentation, check the POS effective date and weekly authorized service hours.

Important: The supports planner will need you to sign the POS before submitting it to DHMH. The act of signing the POS does NOT authorize services. You must wait for DHMH to officially **approve** the signed POS. You should only start providing services after the supports planner sends you a copy of the DHMH-approved plan. If you do not wait, you will most likely not receive payment for services provided.

If you have questions about when you should start using ISAS, please contact the supports planner.

3. Can I train and register for ISAS before I am told to officially start using the system?

Yes, you can train and register, but you should not start using the system (clocking in and out) until you receive the "Provider Authorization for Community First Choice (CFC) Services" letter from DHMH. You can confirm the start date with the supports planner.

Read question 4 to learn how to train and register.

4. I am not set up or registered with ISAS. What do I need to do?

You should:

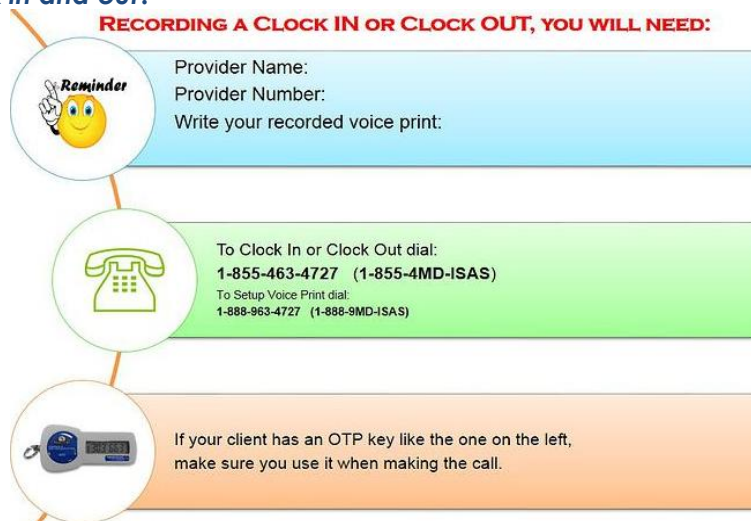
- Watch the training webinars found at www.ltsstraining.org.
- Register your voiceprint by calling 1-888-963-4727 (see provider card below).
- Register your email address (if you have one) by emailing dhmh.isashelp@maryland.gov the following information:
 - Provider Name
 - Provider Number
 - Your participant's waiver program (e.g. CO or CFC)
- Once you have watched the trainings, registered your voiceprint, and registered your email (if possible), as well as received the "Provider Authorization for Community First Choice (CFC) Services" letter from DHMH, you should start calling ISAS to clock in and out. Clocking in and out allows you to bill for services.
- To clock in and out, call 1-855-463-4727 (1-855-4MD-ISAS).

Occasionally in-person trainings will be provided at various locations across the State. Please check Ltsstraining.org for updates. Otherwise, training is available via the following methods:

- Watch the webinars at Ltsstraining.org
- Or request a DVD by calling 1-855-463-5877 or emailing dhmh.isashelp@maryland.gov

Note: The webinars and DVDs contain the exact same information, but DVDs take 3-5 business days to arrive in the mail.

5. How do I clock in and out?



6. How do I access ISAS online to view recorded shifts, enter missing times, etc?

First, you need to register for an ISAS Account by following the steps listed below:

Agency Providers must email dhmh.isashelp@maryland.gov with the following:

- a. Agency name;
- b. Names and email addresses of at least two administrators;
- c. Contact phone; and
- d. Name of program for which you provide service.

Independent Providers should email dhmh.isashelp@maryland.gov with the following:

- a. Full name;
- b. Contact phone; and
- c. Name of program for which you provide service.

Second, to access your online account:

- a. Access ISAS at: **<https://Ltssmaryland.org>**
- b. Enter 'User Name' and 'Password'. Do **NOT** share your user name or password with anyone.
- c. The 'Location' dropdown field is your provider number. If you have multiple provider numbers then all provider numbers will be listed in that dropdown field.

Third, to view recorded shifts and enter missing times:

- a. Go to the 'Reports' tab, find the 'Services Rendered Report' and click 'View'.
- b. Enter the dates, staff name, and/or client names into the search fields, then click 'View Report'.
- c. To enter a missing partial or full shift, follow the directions in the "ISAS Reference Guide for Exceptions, Billing and Adjustments".
- d. You can access the Reference Guide at: www.Ltsstraining.org

7. I want to view my recorded shifts. How do I do that?

Once you have access to an ISAS account, you can view your shifts online:

- o Go to www.ltssmaryland.org
- o Click on "Reports" → "ISAS Services Rendered Report"

For detailed information about the services rendered report, please view Section 5 of the "ISAS Reference Guide for Exceptions Billings and Adjustments." You can access the Reference Guide on the Ltsstraining.org website.

8. I want more detailed information about the system and policies.

There is a detailed, comprehensive ISAS reference guide for providers. You can access the guide online at Ltsstraining.org; it is titled, "ISAS Reference Guide for Exceptions Billings and Adjustments."

ISAS Policies

9. What is the payment cycle?

The pay cycle runs from Thursday – Wednesday.

- Agency providers are paid weekly.
- Independent providers are paid bi-weekly.

Independent Provider Pay Cycle Schedule

| Service Dates | Date Checks sent by PPL |
|-----------------------|-------------------------|
| 1/1/2015 - 1/14/2015 | 1/23/2015 |
| 1/15/2015 - 1/28/2015 | 2/6/2015 |
| 1/29/2015 - 2/11/2015 | 2/20/2015 |
| 2/12/2015 - 2/25/2015 | 3/6/2015 |
| 2/26/2015 - 3/11/2015 | 3/20/2015 |
| 3/12/2015 - 3/25/2015 | 4/3/2015 |

10. I forgot to clock in, what do I do?

ISAS was designed to be an “at-time of service” billing system. However, DHMH recognizes that providers may sometimes forget to clock in and out. As a result, DHMH will approve up to six Missing Time Requests per provider per month. Keep in mind the following:

*A forgotten clock in (partial shift) = **1 Missing Time Request***

*A forgotten clock out (partial shift) = **1 Missing Time Request***

*Both a forgotten clock in and clock out (full shift) = **2 Missing Time Requests***

You may submit a Missing Time Request either online or by calling the Help Desk prior to the monthly deadline.

Online: Both Independent and agency providers may enter the missing time online using the ISAS system. Please reference Section 5 of the ISAS Reference guide for detailed instructions.

Help Desk: Independent providers may also call the help desk to enter missing time.

Please remember that you have a maximum of 6 forgotten clock ins/outs per month. **If you miss more than 6, you will not be paid for the next missed time.** Remember: Forgetting an entire shift is considered TWO Missing Time Requests.

11. What is the deadline for Missing Time Requests?

Missing time requests are due **two business days** after the end of each month for any services performed during the previous month.

| Month Services Performed | Date Missing Time Request Due (11:59 p.m. Eastern) |
|---------------------------------|---|
| December 2014 | Monday, January 5, 2015 |
| January 2015 | Tuesday, February 3, 2015 |
| February 2015 | Tuesday, March 3, 2015 |
| March 2015 | Thursday, April 2, 2015 |

12. What happens if I miss the deadline for Missing Time Requests?

If you miss the deadline for submitting missing time requests, your submission will be rejected and you will not receive payment.

13. What if my participant has an emergency and I can't clock in/out?

If you are an independent provider:

- Call the Help Desk as soon as possible to clock in/out; OR
- Go online and submit a missing time request with a detailed reason explaining why you could not clock in/out.

If you are an agency provider:

- Go online and submit a missing time request with a detailed reason explaining why your staff could not clock in/out.

You must clock in/out whenever possible.

14. What happens if there's a technical issue and I can't clock in/out.

If there is a technical issue you should call the help desk immediately to report the issue and then enter a missing time request. Technical issues will be researched and verified by DHMH. If DHMH cannot verify the technical issue, the missing time request will count against your 6 missing time limit.

15. I think I'm missing hours from last month but all my times are recorded, what do I do?

Call the ISAS Help Desk Phone Number: 1-855-463-5877 or email ISASHelpDesk@feisystems.com for guidance. If there are no exceptions and all shifts have been processed correctly you should contact PPL by Phone: 1-800-686-0734 or email pplmddhmf@pcgus.com.

16. What is an Exception?

An exception is something that prevents a claim from being submitted for billing. Below are the following reasons why:

- a. *Missing Clock In:* **Independents may contact Help Desk or enter in ISAS. Agency must enter in ISAS.**
- b. *Missing Clock Out:* **Independents may contact Help Desk or enter in ISAS. Agency must enter in ISAS.**
- c. *No Active POS:* **Contact the supports planner**
- d. *Provider Not on Client POS:* **Contact the supports planner**
- e. *Client POS does not have ISAS services:* **Contact the supports planner**
- f. *Client Ineligible:* **Contact the supports planner**
- g. *14 Hour Exception:* **Resolved by DHMH ISAS Team**
- h. *Share attendant service not found in POS:* **Resolved by DHMH ISAS Team**
- i. *No matching share attendant in POS:* **Resolved by DHMH ISAS Team**
- j. *Overlap service found for the same client:* **Resolved by DHMH ISAS Team**
- k. *Overlap service found for the same provider:* **Resolved by DHMH ISAS Team**

17. What is an OTP device?

An OTP (One Time Password) device is a small electronic device that randomly generates a code allowing providers to clock in/out using any phone.

Not all participants will have an OTP device in their home. However, if they do, providers are required to use them with every clock in and clock out. OTP devices are issued to participants in the following situations:

- a. No landline phone;
- b. Two or more participants living in the same household; or
- c. Unreliable landline phone.

If a participant has an OTP device, the caregiver will clock in/out with their own phone and use the randomly generated code to clock in and out.

Provider Enrollment

18. I don't have a CFC Provider number, only an MAPC Provider number. Should I use ISAS?

No. MAPC providers should not use ISAS until they receive the "Provider Authorization for Community First Choice (CFC) Services" letter from DHMH or are specifically told to use ISAS by the Supports Planner. You should continue to bill using the MAPC paper based billing system.

19. My participant transitioned from MAPC to CFC. I was supposed to start using ISAS a few days ago. What should I do?

If your participant recently transitioned from the MAPC program to the CFC program and you have not been clocking in and out of ISAS, please:

- a. Read question 4 to learn how to train and register for ISAS immediately; and
- b. Send an email with a detailed explanation about your circumstances to dhmh.isashelp@maryland.gov.

20. I need to get employment verification. Who should I contact?

You should contact the CO and CFC Waiver Fiscal Unit team by calling 410-767-1739 or email dhmh.coproviders@maryland.gov.

Exceptions and Technical Issues

21. My participant's phone isn't working. What should I do?

If you experience technical issues when attempting to clock in and out, you should contact the ISAS Help desk. Then, you should enter the missing time request and include a detailed explanation about the issue.

22. When should I contact the ISAS Help Desk?

Call the ISAS Help Desk (1-855-463-5877) or email ISASHelpDesk@feisystems.com for:

- a. Technical support with voice print, OTP device, call-in system issues, or ISAS website issues;
- b. Help entering missing time requests;
- c. Setting up ISAS accounts; or
- d. Registering your email address to obtain ISAS log in information.

23. When should I contact PPL?

Contact PPL (1-800-686-0734) or email pplmddhmf@pcgus.com if you are an independent provider and have questions regarding:

- a. Tax withholding;
- b. Provider/participant enrollment forms; or
- c. Information listed on pay stubs.

24. I am an independent provider and I need to change my tax withholding or W-2 address, who do I call?

Contact **PPL**. You may call 1-800-686-0734 or email pplmddhmf@pcgus.com